REQUEST FOR INFORMATION

Introduction

The Department of Motor Vehicles is seeking information, input and suggestions regarding automated solutions to support our Customer Contact Centers.

Background

DMV engaged the services of a Contact Center consultant to perform a comprehensive assessment of the Customer Contact Center in January 2006. They spent 10 weeks evaluating all aspects of the operation including why customers call, the best use of current and new technology to increase the effectiveness and efficiency of the CCC, comparison to other DMV's and recommendations and cost benefit analyses for improvement opportunities. Some of their recommendations included:

1. Replace IVRs – include natural voice capability
2. Purchase, install and implement a Workforce Management system – include real time adherence
3. Implement CRM functionality – screen pops and record of customer interactions
4. Purchase separate knowledge base and streamline procedures

DMV's IVR's reached end of life on December 31, 2005. They are outdated and no longer supported.

Statement of Purpose

The purpose of this request for information is to:

1. Provide DMV with information related to the availability of services, solutions, off-the-shelf products and custom developed products, either hosted or premise based for:
    - Replacement of IVRs – including natural voice capability
    - Purchase and implementation of a Workforce Management system – including real time adherence
    - Implementation of CRM functionality – screen pops and record of customer interactions
    - Purchase of separate knowledge base

2. Provide DMV with information related to requirements for implementing the proposed products, services, and solutions including customization/integration, development, training, installation technical architecture (i.e. hardware, software, platform, networking), etc.

3. Provide DMV with detailed estimated costs that will facilitate funding requests for the acquisition of viable products, services, and solutions. DMV understands that the costs of estimates provided are non-binding and are for budgeting purposes only.

DMV Overview

The Department of Motor Vehicles (DMV) is a governmental agency in the Executive Branch of Virginia State government. Under the direction of Secretary of Transportation, the Department administers motor vehicle and transportation related laws for the continued benefit of all citizens of the Commonwealth. Specifically, the Department administers Motor Vehicle Titling and Licensing Laws, Driver Licensing Laws, Transportation Safety Laws, and other motor vehicle-related laws and regulations as directed by the Code of Virginia, as amended.

CCC Environment Overview

DMV has on premise equipment that supports CCC and 6 additional ACD groups. The equipment includes the following:
Avaya G3R PBX v.9.5 (TDM)
Avaya CMS Centre Vu Supervisor v 9.5
Avaya G3si v 9.5
Avaya Audix voice mail system v5.0
Avaya Conversant IVR Map 100
Freedom Dictaphone Recorders
Telephone sets are a combination of Call Master 3 or 6424D +M

DMV CCC operates as a virtual contact center with 2 locations. The G3R and ACD route and distribute calls to both the CCC located at Richmond Headquarters and to Altavista as if the two were a single site. Altavista is connected to the G3R by a fiber link to an EPN at the Altavista location. The G3si serves as a survivable remote processor (SRP) to which traffic can be re-routed in the case of failure of the G3R or loss of access to the Richmond site.

Features such as Expert Agent Selection (EAS) and skills based routing are used to distribute ACD calls.

IVR application features currently include:
- General information on DMV topics such as how to license and title vehicles, get a drivers license, requirements of proving identity and more.
- Self serve office locator using either ANI or zip code for 73 branch offices
- Speaking wait times while in queue
- Call back messaging

Recorders:
- All contact center calls are recorded, archived, and retained for 90 days.
- Selected staff and managers in CCC utilize desktop clients to access recordings for review and quality control.

Call Management System:
- Provides an array of standard and custom real-time and historical reports that can be graphed and reported in various ways.
- Selected staff and managers in CCC utilize a desktop client to access CMS.

DMV HQ Computing Environment Overview

At its Headquarters location, DMV operates a Novell v5.x LAN. Customer Service Center PC's connect to the HQ LAN via the WAN. DMV PCs operate in either a MS Windows 98 or 2000

environment. Novell GroupWise v5.x is used for e-mail. Netware for SAA is used for 3270 emulation.

Citizen Services System (CSS) Overview

The CSS System is a mainframe application system running in the OS/390 environment. DMV's application programs are built using the Software AG products ADABAS, Natural, and COMPLETE. CSS is DMV's primary information system that's used for storing information on customers, their addresses, their driver history, vehicle registration and titling information, etc.

This system is accessed from the CSC's via a private Frame-Relay network, and from the DMV HQ location via a private DS3 serial connection.

RFI Deliverables

The following is an outline of the requested information related to the proposed products, services, and solutions. Please identify each response by the appropriate section number as identified below:

1. Statement of Work

DMV is seeking information from vendors on possible solutions for addressing the problems with our Customer Call Center unsupported IVR's and need for additional reporting. Please provide information on possible solutions that also meet the following requirements.

Call Center Functions

Must support multiple Sites
Queuing of #### of calls
Management reports – ability to customize our own reports
Agent reports
Customer speaks alphanumeric customer # which is
Voice recognition

Work Force Management

- Comprehensive scheduling, forecasting, and planning functionality for complete enterprise-wide, multi-site, call center workforce management.
- Scalability to accommodates growth and expansion within the contact center.
- Must support a distributed work force with little or no IT required.
- Daily Management information that provides up-to-the-minute view of call center performance. This includes current call handling statistics, and immediate staff whereabouts, which can detail problems in schedule adherence.

ACD SYSTEM

IVR Integration
Music and DMV information while On-Hold
Messaging
On-Hold Message Option
Call Routing Option
Unlimited Routing
Intelligent Routing Issues

Back-up
Configuration Options
Skills Weighting
Set Skill by IVR Selection
Caller Prioritization
User Defined Routing
Overflow To Queue
Skill Based Routing Issues
Calls can be routed to DMV Self Service IVR from menu option or agent

IVR SYSTEM

Fax Support
Voice Prompt Issues
Languages Support
Speech Recognition
Information Access Methods
Stored DB Procedures
"On the fly", real-time, call flow, scripting, and announcement changes by non-technical staff.

PROGRAMMING INTERFACE

Documented
API
GUI
Editors

2. Statement of Understanding

Based on your understanding of the objectives of this Request For Information, submit a statement to reflect your perception of the project and how your proposed products, services, and/or solutions meets the needs and desires of DMV related to automated solutions to support our Contact Centers.

3. Products, Services, and Solutions

Describe the capabilities of your proposed product, service, and/or solution.

2.1 Overview of Product, Service, and/or Solution Capabilities
- 2.1.1 What it is
- 2.1.2 What it does
- 2.1.3 How it meets needs and objectives
- 2.1.4 Who is currently using it and how it is being used
- 2.1.5 Standard features
- 2.1.6 Optional features
- 2.1.7 Planned features not yet available and when they will be available
- 2.1.8 Integration and customization options

2.2 Specifications and Requirements
- 2.2.1 Technical specifications
- 2.2.2 Equipment dimensions and space requirements
- 2.2.3 Hardware requirements and options
- 2.2.4 Software requirements and options
- 2.2.5 Networking/connectivity requirements and options

4. Implementation Approach and Requirements

Describe what will be required to implement the proposed products, services, and/or solutions.

3.1. Proposed hardware and software, including quantities.
3.2. Customization and integration requirements and options, including how integration with existing DMV systems and processes can be accomplished.
3.3. Training approach and requirements.
3.4. Installation approach and requirements.
3.5. Estimated time to implement, including an estimate of calendar time, in months, required to complete the project. Indicate the number of months required for analysis, development (including customization and integration), testing, training, installation, and other transition activities.

5. Estimated Costs

Describe the estimated costs for implementing the proposed products, services, and/or solutions.

4.1. Hardware costs
4.2. Software costs
4.3. Development costs, including integration and customization
4.4. Costs for optional features and upgrades
4.5. Costs for services including:
  4.5.1. Project management
  4.5.2. Testing activities
  4.5.3. Training activities
  4.5.4. Installation activities
  4.5.5. Travel
4.6. Maintenance

6. Client References

Please include a list of client references that use your product(s) to perform a similar business function. Also, please include a Client's name and phone number so we may contact them.

If DMV decides to seek competition on this project, vendors that respond to this RFI will receive a solicitation.